



## UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE  
 United States Patent and Trademark Office  
 Address: COMMISSIONER FOR PATENTS  
 P.O. Box 1450  
 Alexandria, Virginia 22313-1450  
 www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 3316

SERIAL NUMBER 09/944,836	FILING DATE 08/31/2001  RULE	CLASS 345	GROUP ART UNIT 2179	ATTORNEY DOCKET NO. 1160215/0531072
-----------------------------	---------------------------------------	--------------	------------------------	---

APPLICANTS

Daniel Keele Burgin, Boulder, CO;  
 Scott Moore Gosling, Golden, CO;  
 David L. Young, Boulder, CO; William Randy Watler, Evergreen, CO;

\*\* CONTINUING DATA \*\*\*\*\* YES  
 This appln claims benefit of 60/281,637 04/05/2001

\*\* FOREIGN APPLICATIONS \*\*\*\*\* NONE

IF REQUIRED, FOREIGN FILING LICENSE GRANTED  
 \*\* 10/03/2001

Foreign Priority claimed 35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance	STATE OR COUNTRY CO	SHEETS DRAWING 7	TOTAL CLAIMS 39	INDEPENDENT CLAIMS 6
---	--	---------------------------	------------------------	-----------------------	----------------------------

Verified and Acknowledged  
 Examiner's Signature: *[Signature]* Initials: *[Initials]*

ADDRESS  
 26874  
 FROST BROWN TODD, LLC  
 2200 PNC CENTER  
 201 E. FIFTH STREET  
 CINCINNATI, OH  
 45202

TITLE  
 System and method for automated end-user support

FILING FEE	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time )
------------	---	--